

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 160

Office of Insurance Commissioner

Mission

To protect the public interest and promote a fair insurance marketplace by regulating the industry, advocating for consumers, and educating the public.

Goal Protect the consumer and educate the public.

Performance Measure Amount recovered for consumers as a result of OIC intervention.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	\$3,063,500	\$3,063,500	\$3,063,500	\$3,063,500	\$3,136,750	\$3,136,750	\$3,136,750	\$3,136,750
Actual	\$2,272,332	\$2,772,663	\$3,912,877	\$4,438,252	\$3,219,531	\$3,265,925	\$3,960,710	\$4,319,094

Date Measured

Quarter 1 Comment Actual figure was updated to correct a calculation error.

Quarter 2 Comment Actual figure was updated to correct a calculation error.

Performance Measure Number of consumer inquiries received and answered.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	68,000	68,000	68,000	68,000	68,000	68,000	68,000	68,000
Actual	70,317	85,028	70,252	67,726	41,618	71,915	75,039	57,128

Date Measured

Quarter 1 Comment Actual figure was updated to correct a calculation error.

Quarter 2 Comment Actual figure was updated to correct a calculation error.

Quarter 3 Comment Estimates for each quarter of the biennium have been modified. In refining their data collection, our program managers discovered that the estimate methodology they were using resulted in double counting. The new estimates correct this error.

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 160

Office of Insurance Commissioner

Performance Measure Number of companies, agents, and brokers brought into compliance through enforcement actions.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	69	69	69	68	82	81	81	81
Actual	141	75	82	95	65	55	24	63

Date Measured

Quarter 1 Comment Actual figure was updated to correct a calculation error.

Quarter 2 Comment Actual figure was updated to correct a calculation error.

Goal Maintain a healthy insurance market.

Performance Measure Number of financial and market conduct examinations of insurers completed.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	14	14	14	14	14	14	14	6
Actual	1	30	12	36	5	11	4	8

Date Measured

Goal Conserve public resources.

Performance Measure Number of rate and contract filings processed.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000
Actual	5,257	4,369	5,533	4,689	4,090	3,982	4,614	4,282

Date Measured